



IMPORTANT SAFETY RECALL

Attention: Dealer Name

June 22, 2021

Re: Safety Recall Notice NHTSA Recall ID# 21V-290

Dear Rosenbauer Dealer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This is to inform you that a vehicle in your network may have a defect that could affect the safety of a person. Federal law requires the Recall Remedy completed on this unit prior to customer delivery. If there are any units in your possession at the time you have received this letter, please contact us. Owner notification letters will be mailed before the end of the year.

What is the issue: Rosenbauer America is recalling certain: 2015 Commercial 7400, 2016, 2019-2020 Commercial F-550, 2016-2020 Commercial MS 106 and M2 112, 2015, 2018-2019 Commercial 7400, 7500, HV 613, 2021 Commercial 348 and 2017-2019 Rosenbauer Warrior and Commander Chassis that have a Code 3 LED Lamp with Manufacturer Part Number 79STTRBZ. The lights were shipped from Code 3 and installed at Rosenbauer from December 2015 to August 2020 in certain trucks. The increased brightness may adversely affect the vision of following drivers, increasing the risk of a crash.

How are the recalled parts identified: Rosenbauer has worked with Code 3 to find the impacted trucks based on production dates. We believe the trucks listed in this letter are impacted and will need the remedy.

How is this safety recall resolved: We are telling the customers to contact their Rosenbauer Dealer to line up the recall remedy which entails the installation of a diffuser. Rosenbauer America will reimburse .25 hours of labor per diffuser installation. The remedied parts and repair will be provided to the customer free of charge. In addition, due to the ease of the remedy, we are allowing customers to request the diffuser kit through us as well as a work instruction and perform the remedy if they are comfortable doing so. Rosenbauer will enter the SRS ticket once the diffuser is shipped so we can have record of sending one and you can also see this on your end. The customer will in turn need to send us photographic proof of the diffuser installed on the light so we can have it for our records.

What do we need from our dealers: we will be using the SRS ticket system to track everything related to this recall. Please submit an SRS ticket if you are assisting the customer and include 21V-290 in the complaint area. We also request all invoices uploaded to the SRS. As always, you can contact us here or through the recalls@rosenbaueramerica.com email.

www.rosenbaueramerica.com

recalls@rosenbaueramerica.com

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What if the customer already paid to have this repair completed: the customer should contact Rosenbauer or their Dealer with the details of the repair and they will receive reimbursement. If you performed the repair, make sure the invoice is in the SRS.

What if the customer listed no longer owns this truck: the customer should contact Rosenbauer to provide the new owner information. Rosenbauer will then contact the new owner.

If the customer listed is no longer lessor of this vehicle: we ask the customer to please forward a copy of this notice to the lessee within 10 days to comply with federal regulations or to contact us for assistance.

We apologize for any inconvenience this safety recall may cause, but safety is our first concern.

Truck(s) included in this recall:

Sincerely,
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